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09/842,082	04/26/2001	Jae Kyung Lee	P-222	6941

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KED & ASSOCIATES, LLP
P.O. Box 221200
Chantilly, VA 20153-1200

EXAMINER
RAMAN, USHA

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *28 August 2008*.
2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.
3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-6,8-11,13-30 and 40-42* is/are pending in the application.
    4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5)☐ Claim(s) _____ is/are allowed.
6)☒ Claim(s) *1-6,8-11,13-30 and 40-42* is/are rejected.
7)☐ Claim(s) _____ is/are objected to.
8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.
10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a)☐ All   b)☐ Some * c)☐ None of:
        1.☐ Certified copies of the priority documents have been received.
        2.☐ Certified copies of the priority documents have been received in Application No. _____.
        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)
1)☒ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.
4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .
5)☐ Notice of Informal Patent Application
6)☐ Other: _____.

Response to Arguments

1. Applicant's arguments with respect to claims 1, 10, 27, and 42 have been

considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

3. Claims 1-6, 8-11, 13-19, 21-30 and 40-42 are rejected under 35 U.S.C. 103(a) as

being unpatentable over Wright et al. (US PG Pub. 2004/0024657) in view of

Hayashi (JP 06217222 A), Platt et al. (US Pat. 6,757,837) and Rother (US PG Pub.

2005/0137762)

   With respect to claim 1, Wright discloses a system comprising a storing unit

(200) for storing proper information of the product and the contact information of a

certain site (see [0020], [0025]), the proper information including a model name or a

model number of the TV (see [0023]);

   Controlling unit (202) for contacting the certain site and for transmitting proper

information from the product to the certain site (see [0030], [0036]), and the

controlling unit controlling displaying of information corresponding to function

information (404) and error check up menu (410, 406) of the product received from

the Internet based on the proper information of the product and the contact

information (see [0036]-[0037] and [0039]), the storing unit storing proper information

of the product prior to the controlling unit contacting the certain site (see [0020],

[0025]).

Wright fails to disclose that the "product" is a TV and further lacks the step of

transmitting a proper information of the product when a checkup key signal is input

by the user.

Hayashi discloses storing proper information that is typically found on a label

of a television in the storing unit at a time of manufacture (see [0015]), wherein this

proper information read out of memory when the user enters service mode (see

[0013]) for troubleshooting or maintenance (see [0001]). Hayashi further discloses

that user enters such a service mode by a predetermined key operation (see [0016]).

Hayashi therefore teaches the step of a product that is a television, storing label

information in the storage unit of the television, and using an check up key signal for

product maintenance information, wherein the label information is read out from

memory when user inputs the check up key signal.

Accordingly it would have been obvious to one of ordinary skill in the art to

employ the teachings of Wright in a television system such as Hayashi, thereby

providing user updated, relevant information in a "service mode" related to user's

specific product when a check up key is input.

While the modified system discloses that the system is configured to send the

customer to a special site to correct user encountered problems, the system is silent

on the step of receiving an error list at the controlling unit from the certain site when

the error occurred is not a fatal error and the controlling unit automatically restores

the error of the TV based on information included in the received error list of the TV.

In a similar field of endeavor of providing user support on product problems,

Rother discloses a method of providing en error check up menu comprising fault

based mode of operation, wherein a menu of problems/faults is presented to the

user that user can select from in order to identify diagnose the problem. See [0021],

[0049]. Rother is therefore evidence to one of ordinary skill in the art for presenting

user with an error menu comprising an error list from which user can make selection

of the errors.

In a further analogous art, Platt discloses that upon determining the diagnosis

of a product, a remote diagnostic server transmits a repair script that the client

executes for automatically fixing the error. See column 4 lines 5-23. Platt further

discloses that in the event it is determined to be a fatal error, it would be cost-

prohibitive to transmit repair scripts in such an event. Platt therefore discloses

transmitting the repair script only in the event that errors are deemed to be non-fatal.

See column 9 lines 51-57.

It would have been advantageous to modify to one of ordinary skill in the art

to further modify the above system in view of Rother and Platt's teachings by

providing a list of failures that user's television is encountering to select from, and

subsequently the diagnostic server transmits the appropriate repair script based on

the error in order to automatically restore the error, when the error is deemed to be non-fatal.

With regards to claim 2, Platt additionally teaches that whenever a system comes across new errors, they should be logged. See column 9 lines 15-20. Furthermore, examiner notes that text boxes in interfaces are well known in the art to allow the user to input data. As such, it would have been obvious further modify the system by including a text box in the interface providing error list, thereby allowing the user to submit unique problems faced by the user that are not listed in the error list.

With regards to claim 3, Wright discloses that the certain site is a service related site providing information corresponding to the function information (402) and the error check up menu of the TV (406,410). (see [0031]-[0036]).

With regards to claim 4, Wright discloses that the information corresponding to function information and error check up menu of the TV is received from the service related site server (see [0045]).

With regards to claim 5, the modified system as discussed in claim 1 above comprises the method of transmitting proper information of the TV to the service related site server.

With regards to claim 6, the proper information of the TV is contacted to the service-related site server through a network interface (204).

With regards to claim 8, the contact information is a URL of the certain site (see [0020]).

With regards to claim 9, the modified system comprises a television product, wherein the function information corresponds to the product support manuals (see [0034]). Since television reproduces audio and video signals, it would be obvious to include video or audio related functions in the product specifications for adjusting audio/video related functions.

With regards to claim 10, Wright discloses a method for contacting a certain service related site by referencing contact information of the certain site stored in advance at the product (see [0020], [0025]); transmitting the proper information of the product from the product to the certain site (see [0033] and [0036]), the proper information including a model name or a model number of the product stored on the product prior to contacting the certain site (see [0023]); receiving the product service menu (see fig. 4, [0025]) corresponding to the product after the proper information has been transmitted to the certain site (see [0031], [0034], [0038], [0039]); selecting information from the received service menu at the product; receiving at the product, the selected information from the service menu (e.g. product information 404 can include product specs, which will be displayed after the user selects it ([0025], [0040]).

Wright fails to disclose that the "product" is a TV and further lacks the step of transmitting a proper information of the product when a checkup key signal is input by the user.

In a similar field of endeavor, Hayashi discloses storing proper information that is typically found on a label of a television in the storing unit at a time of

manufacture (see [0015]), wherein this proper information read out of memory when

the user enters service mode (see [0013]) for troubleshooting or maintenance (see

[0001]). Hayashi further discloses that user enters such a service mode by a

predetermined key operation (see [0016]). Hayashi therefore teaches the step of a

product that is a television, storing label information in the storage unit of the

television, and using an check up key signal for product maintenance information,

wherein the label information is read out from memory when user inputs the check

up key signal.

Accordingly it would have been obvious to one of ordinary skill in the art to

employ the teachings of Wright in a television system such as Hayashi, thereby

providing user updated, relevant information in a "service mode" related to user's

specific product when a check up key is input.

While the modified system discloses that the system is configured to send the

customer to a special site to correct user encountered problems, the system is silent

on the step of receiving an error list at the controlling unit from the certain site when

the error occurred is not a fatal error and the controlling unit automatically restores

the error of the TV based on information included in the received error list of the TV.

In a similar field of endeavor of providing user support on product problems,

Rother discloses a method of providing en error check up menu comprising fault

based mode of operation, wherein a menu of problems/faults is presented to the

user that user can select from in order to identify diagnose the problem. See [0021],

[0049]. Rother is therefore evidence to one of ordinary skill in the art for presenting

user with an error menu comprising an error list from which user can make selection of the errors.

In a further analogous art, Platt discloses that upon determining the diagnosis of a product, a remote diagnostic server transmits a repair script that the client executes for automatically fixing the error. See column 4 lines 5-23. Platt further discloses that in the event it is determined to be a fatal error, it would be cost-prohibitive to transmit repair scripts in such an event. Platt therefore discloses transmitting the repair script only in the event that errors are deemed to be non-fatal. See column 9 lines 51-57.

It would have been advantageous to modify to one of ordinary skill in the art to further modify the above system in view of Rother and Platt's teachings by providing a list of failures that user's television is encountering to select from, and subsequently the diagnostic server transmits the appropriate repair script based on the error in order to automatically restore the error, when the error is deemed to be non-fatal.

With regards to claim 11, Wright discloses directing the user to a site in order to correct product specific problems (see [0036]).

With regards to claim 13, Hayashi discloses that the check up key is inputted in order to enter a "service mode" of the television to perform functions other than the normal television operations (see [0010]). Therefore the television processes a broadcast signal after receiving the broadcast signal prior to the check up key signal being input.

With regards to claim 14, Wright discloses that the information corresponding to function information and error check up menu of the TV is received from the service related site server (see [0045]).

With regards to claim 15, the system comprises the step of receiving an error menu with error list as discussed above in claim 10. The modified system further teaches the step of receiving measures about error in order to restore the error automatically when the information for restoring the error exists in the error list. See Platt: See column 4, lines 5-8.

With regards to claim 16, Platt additionally teaches that whenever a system comes across new errors, they should be logged. See column 9 lines 15-20. Furthermore, examiner notes that text boxes in interfaces are well known in the art to allow the user to input data. As such, it would have been obvious further modify the system by including a text box in the interface providing error list, thereby allowing the user to submit unique problems faced by the user that are not listed in the error list.

With regards to claim 17, Wright provides means for users to communicate with technicians. Examiner further notes that there exist scenarios where fatal errors may occur. Accordingly it would be obvious to one of ordinary skill in the art to utilize the feature of contacting the technician as taught by Wright in the event of such fatal errors so that the errors can be resolved.

With regards to claim 18, Wright further discloses the step of outputting a list of functions of the TV when the selected information is a function information menu

of the TV and displaying the function information requested by the user in the list of
function on the screen (see [0031]-[0037])

With regards to claim 19, the modified system comprises a television
product, wherein the function information corresponds to the product support
manuals (see Wright [0034]). Since television reproduces audio and video signals, it
would be obvious to include video or audio related functions in the product
specifications for adjusting audio/video related functions.

With regards to claim 21, the modified system discloses receiving error check
up menu of the product (i.e. television). See Wright: [0036].

With regards to claim 22, 25, the modified system further discloses receiving
measures to automatically restore error and control unit automatically restoring the
error based on the received measures. See Platt: column 4, lines 5-8.

With regards to claim 23, the system as modified in claim 22 automatically
restores error based on the received measures (see Wright: 0036 and Platt: column
4, lines 5-8).

With regards to claim 24, the modified system discloses transmitting
information regarding an error to the certain site (see [0036]).

With regards to claim 26, the received information is based on selection of an
item in the error check up menu (note Wright figure 3a, steps 306a, 308a, figure 4,
and [0031]-[0039]).)

With regards to claim 27, Wright discloses a system comprising a product's
storing unit (200) for storing proper information of the product;

Controlling unit (202) for contacting an Internet site and for transmitting stored

information and the error information of the product from the product to the Internet

site (see [0030], [0036]), the stored information being stored prior to the product

contacting the Internet site (see [0020] and [0024]) and the control unit transmitting

error information of the product to the Internet site and receiving error information

based on the transmitted error information and received error information correcting

the error (see [0036])

Wright fails to disclose that the "product" is a TV and further lacks the step of

transmitting a proper information of the product when a checkup key signal is input

by the user. While Wright discloses sending user a webpage that corrects a user's

specific encountered problem (see [0036]), Wright fails to disclose automatically

restoring error based on received error information.

In a similar field of endeavor, Hayashi discloses storing proper information

that is typically found on a label of a television in the storing unit at a time of

manufacture (see [0015]), wherein this proper information read out of memory when

the user enters service mode (see [0013]) for troubleshooting or maintenance (see

[0001]). Hayashi further discloses that user enters such a service mode by a

predetermined key operation (see [0016]). Hayashi therefore teaches the step of a

product that is a television, storing label information in the storage unit of the

television, and using an check up key signal for product maintenance information,

wherein the label information is read out from memory when user inputs the check

up key signal.

Accordingly it would have been obvious to one of ordinary skill in the art to

employ the teachings of Wright in a television system such as Hayashi, thereby

providing user updated, relevant information in a "service mode" related to user's

specific product when a check up key is input.

While the modified system discloses that the system is configured to send the

customer to a special site to correct user encountered problems, the system is silent

on the step of receiving an error list at the controlling unit from the certain site when

the error occurred is not a fatal error and the controlling unit automatically restores

the error of the TV based on information included in the received error list of the TV.

In a similar field of endeavor of providing user support on product problems,

Rother discloses a method of providing en error check up menu comprising fault

based mode of operation, wherein a menu of problems/faults is presented to the

user that user can select from in order to identify diagnose the problem. See [0021],

[0049]. Rother is therefore evidence to one of ordinary skill in the art for presenting

user with an error menu comprising an error list from which user can make selection

of the errors.

In a further analogous art, Platt discloses that upon determining the diagnosis

of a product, a remote diagnostic server transmits a repair script that the client

executes for automatically fixing the error. See column 4 lines 5-23. Platt further

discloses that in the event it is determined to be a fatal error, it would be cost-

prohibitive to transmit repair scripts in such an event. Platt therefore discloses

transmitting the repair script only in the event that errors are deemed to be non-fatal. See column 9 lines 51-57.

It would have been advantageous to modify to one of ordinary skill in the art to further modify the above system in view of Rother and Platt's teachings by providing a list of failures that user's television is encountering to select from, and subsequently the diagnostic server transmits the appropriate repair script based on the error in order to automatically restore the error, when the error is deemed to be non-fatal.

With regards to claim 28, the modified system discloses receiving error check up menu of the product (i.e. television). See Wright: [0036].

With regards to claim 29, the modified system further comprises a display 206.

With regards to claim 30, the modified system further outputs errors and controls displaying error information requested by a user (see Wright [0036]).

With regards to claim 40, the modified system teaches the limitation of storing model name (i.e. product name) of the television prior to contacting the particular website. See Wright, [0023].

With regards to claim 41, the modified system is silent on the step of storing a model number of the product. Note that Wright mentions that label stored in memory may include information that is typically found on a product label. See [0023]. Examiner takes official notice that model numbers are well known in the art to be included as part of product labels. Therefore it would have been obvious to

one of ordinary skill in the art to include the model number as part of the product

label in order to identify the product model types.

With respect to claim 42, Wright discloses a system comprising a storing unit

(200) for storing proper information of the product and the URL of a certain site (see

[0020], [0025]), the proper information including a model name or a model number of

the TV (see [0023]);

Controlling unit (202) for contacting the certain site based on the URL and for

transmitting proper information from the product to the certain site (see [0030],

[0036]), and the controlling unit controlling displaying of information corresponding to

function information (404) and error check up menu (410, 406) of the product

received from the Internet based on the proper information of the product and the

contact information (see [0036]-[0037] and [0039]), the storing unit storing proper

information of the product prior to the controlling unit contacting the certain site (see

[0020], [0025]).

Wright fails to disclose that the "product" is a TV and further lacks the step of

transmitting a proper information of the product when a checkup key signal is input

by the user. While Wright discloses sending user a webpage that corrects a user's

specific encountered problem (see [0036]), Wright fails to disclose automatically

restoring error based on received error information.

In a similar field of endeavor, Hayashi discloses storing proper information

that is typically found on a label of a television in the storing unit at a time of

manufacture (see [0015]), wherein this proper information read out of memory when

the user enters service mode (see [0013]) for troubleshooting or maintenance (see

[0001]). Hayashi further discloses that user enters such a service mode by a

predetermined key operation (see [0016]). Hayashi therefore teaches the step of a

product that is a television, storing label information in the storage unit of the

television, and using an check up key signal for product maintenance information,

wherein the label information is read out from memory when user inputs the check

up key signal.

Accordingly it would have been obvious to one of ordinary skill in the art to

employ the teachings of Wright in a television system such as Hayashi, thereby

providing user updated, relevant information in a "service mode" related to user's

specific product when a check up key is input. The modified system comprises a

television product, wherein the function information corresponds to the product

support manuals (see Wright [0034]). Since television reproduces audio and video

signals, it would be obvious to include video or audio related functions in the product

specifications for adjusting audio/video related functions.

While the modified system discloses that the system is configured to send the

customer to a special site to correct user encountered problems, the system is silent

on the step of receiving an error list at the controlling unit from the certain site when

the error occurred is not a fatal error and the controlling unit automatically restores

the error of the TV based on information included in the received error list of the TV.

In a similar field of endeavor of providing user support on product problems,

Rother discloses a method of providing en error check up menu comprising fault

based mode of operation, wherein a menu of problems/faults is presented to the user that user can select from in order to identify diagnose the problem. See [0021], [0049]. Rother is therefore evidence to one of ordinary skill in the art for presenting user with an error menu comprising an error list from which user can make selection of the errors.

In a further analogous art, Platt discloses that upon determining the diagnosis of a product, a remote diagnostic server transmits a repair script that the client executes for automatically fixing the error. See column 4 lines 5-23. Platt further discloses that in the event it is determined to be a fatal error, it would be cost-prohibitive to transmit repair scripts in such an event. Platt therefore discloses transmitting the repair script only in the event that errors are deemed to be non-fatal. See column 9 lines 51-57. Platt additionally teaches that whenever a system comes across new errors, they should be logged. See column 9 lines 15-20.

It would have been advantageous to modify to one of ordinary skill in the art to further modify the above system in view of Rother and Platt's teachings by providing a list of failures that user's television is encountering to select from, and subsequently the diagnostic server transmits the appropriate repair script based on the error in order to automatically restore the error, when the error is deemed to be non-fatal. Furthermore, examiner notes that text boxes in interfaces are well known in the art to allow the user to input data. As such, it would have been obvious further modify the system by including a text box in the interface providing error list, thereby

allowing the user to submit unique problems faced by the user that are not listed in the error list.

4. Claim 20 is rejected under 35 U.S.C. 103(a) as being unpatentable over Wright et al. (US PG Pub. 2004/0024657) in view of Hayashi (JP 06217222 A), Platt et al. (US Pat. 6,757,837) and Rother (US PG Pub. 2005/0137762) as applied to claim 10 above, and further in view of Lee (US Pat. 6,542,897)

  With regards to claim 20, the system lacks the step of receiving a general home page information and displaying it on the screen of the TV when the proper information is not transmitted to the certain site. Lee discloses the step of displaying, a general page listing a plurality of models is displayed to the user (see fig. 6, Lee) so that the user can select the model wherein a proper information is not transmitted to the site. It would have been obvious to modify the system of Lee to take a user to a general webpage related to a group of products, when a proper information cannot be transmitted, thereby allowing a user to select information related to desired model.

Conclusion

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

  US Pat. 6,665,425 to Sampath et al. (col. 8 lines 25-41).

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this
Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP
§ 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37
CFR 1.136(a).

   A shortened statutory period for reply to this final action is set to expire
THREE MONTHS from the mailing date of this action. In the event a first reply is
filed within TWO MONTHS of the mailing date of this final action and the advisory
action is not mailed until after the end of the THREE-MONTH shortened statutory
period, then the shortened statutory period will expire on the date the advisory action
is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from
the mailing date of the advisory action. In no event, however, will the statutory
period for reply expire later than SIX MONTHS from the date of this final action.

7. Any inquiry concerning this communication or earlier communications from the
examiner should be directed to USHA RAMAN whose telephone number is
(571)272-7380. The examiner can normally be reached on Mon-Fri: 9am-6pm.

   If attempts to reach the examiner by telephone are unsuccessful, the
examiner's supervisor, Christopher Kelley can be reached on (571) 272-7331. The
fax phone number for the organization where this application or proceeding is
assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR

only. For more information about the PAIR system, see http://pair-direct.uspto.gov.

Should you have questions on access to the Private PAIR system, contact the

Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like

assistance from a USPTO Customer Service Representative or access to the

automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-

272-1000.

/Chris Kelley/
Supervisory Patent Examiner, Art
Unit 2424

/Usha Raman/